

CLASSIFICATION: EMPLOYMENT COUNSELOR

Class Code: 4060-18

Date Established: 07-01-50

Occupational Code: 7-7-3

Date of Last Revision: 9-1-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To provide vocational counseling, testing, and job placement to applicants who have problems of vocation choice, vocational change, or obtaining or holding suitable employment.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Evaluates the aptitudes, interests, work skills, work experience, education, personality characteristics, and degree of physical, social, or emotional limitations of individuals to identify and overcome barriers to employment.
- Administers and interprets interest and aptitude tests for job seekers and counselees to assist them in determining appropriate career goals.
- Plans and conducts job search workshops for diverse groups in order to develop and improve successful job search skills and techniques.
- Communicates and refers individuals to other supportive service agencies in order to meet individual needs or as part of a counseling plan.
- Determines eligibility for educational programs or training programs, and writes and monitors contracts for eligible counselees.
- Develops and maintains public relations with employers and community organizations through personal visits and telephone contacts in order to provide better services to counselees.
- Maintains individual counseling records and prepares monthly reports on counseling services to track individual progress and to meet reporting requirements.

DISTINGUISHING FACTORS:

Skill: Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

Knowledge: Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

Impact: Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require significant investment of time and resources to detect.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires summarizing data, preparing reports and making recommendations based on findings which contribute to solving problems and achieving work objectives. This level also requires presenting information for use by administrative-level managers in making decisions.

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Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and in making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university including or supplemented by fifteen (15) semester hours in personnel administration, tests and measurements, counseling, guidance, human relations or other courses related to Counselor preparation.

Experience: One year of experience as an Employment Counselor Trainee, or two years' experience as an Interviewer I or Interviewer Trainee with N.H. Employment Security or similar interviewing and placement experience.

License/Certification: Possession of a valid New Hampshire driver's license and/or have access to transportation for statewide travel.

SPECIAL REQUIREMENTS:

1. For appointment consideration, Assistant Vending Stands Coordinator applicants must successfully participate in a structured interview measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the state agency in which the vacancy exists.
2. Must be willing to pursue agency-financed courses of study in counseling or related fields.
3. For positions performing Veterans Employment Representative (LVER) job functions, appointment consideration shall be given to qualified eligible veterans or eligible persons. Preference shall be accorded first to qualified service-connected disabled veterans; then, if no such disabled veteran is available, to qualified eligible veterans; and if no such eligible veteran is available, then to qualified eligible persons.

RECOMMENDED WORK TRAITS: Knowledge of interviewing and placement techniques and procedures. Knowledge of Unemployment Compensation benefit payment procedures, rules and regulations. Knowledge of the principles and techniques of counseling and testing. Knowledge of current social and economics problems, industrial and labor conditions as well as the educational and social service facilities available in the geographic area. Knowledge of a variety of occupations and industries in the area. Ability to evaluate personal characteristics, physical capacities, education, work background, abilities and interests of counselees. Ability to communicate effectively. Ability to develop and maintain effective personal relationships with job applicants, employers, personnel of public and private community agencies, co-workers and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.